

Governor's Office Incidents Report

1/1/2010 to 1/31/2010 as of 2/1/2010

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents		
				Bottom Number - FCR Met		
				High	Low	Total
Capitol Desktop Support	Application	None	None	0	4	4
				0	4	4
			Total	0	4	4
				0	4	4
		Total		0	4	4
				0	4	4
	Network	None	None	0	1	1
				0	1	1
			Total	0	1	1
				0	1	1
		Password	None	0	1	1
				0	1	1
		Total	0	1	1	
				0	1	1
		Total		0	2	2
				0	2	2
	PC/Laptop	Hardware	None	0	1	1
				0	1	1
Total			0	1	1	
		0	1	1		

				High	Low	Total
Capitol Desktop Support	PC/Laptop	None	None	0 0	2 2	2 2
			Total	0 0	2 2	2 2
		Virus	None	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		0 0	4 4	4 4
	Total			0 0	10 10	10 10
Metro B Desktop Support	PC/Laptop	Hardware	None	0 0	2 2	2 2
			Total	0 0	2 2	2 2
		Total		0 0	2 2	2 2
	Total			0 0	2 2	2 2
Metro C Help Desk	_No Tier 2	None	Offender Tracking	0 0	2 2	2 2
			Total	0 0	2 2	2 2
		Total		0 0	2 2	2 2
	Total			0 0	2 2	2 2
Voice/Data/WAN Services	Telecom	Dial Tone	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0

			High	Low	Total
Voice/Data/WAN Services	Telecom	Total	10	00	10
	Total		10	00	10
Total			10	1414	1514

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents			
				Bottom Number - Missed Initial Response			
				High	Low	Total	
Capitol Desktop Support	Application	None	None	0	4	4	
				0	0	0	
		Total		0	4	4	
				0	0	0	
		Total			0	4	4
			0	0	0		
	Network	None	None	0	1	1	
				0	0	0	
		Total		0	1	1	
				0	0	0	
		Password	None	0	1	1	
				0	0	0	
		Total		0	1	1	
				0	0	0	
		Total			0	2	2
			0	0	0		
	PC/Laptop	Hardware	None	0	1	1	
				0	0	0	
		Total		0	1	1	
				0	0	0	
		None	None	0	2	2	
				0	0	0	
		Total		0	2	2	
				0	0	0	

				High	Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	00	10	10
			Total	00	10	10
		Total		00	40	40
	Total			00	100	100
Metro B Desktop Support	PC/Laptop	Hardware	None	00	20	20
			Total	00	20	20
		Total		00	20	20
	Total			00	20	20
Metro C Help Desk	_No Tier 2	None	Offender Tracking	00	20	20
			Total	00	20	20
		Total		00	20	20
	Total			00	20	20
Voice/Data/WAN Services	Telecom	Dial Tone	None	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			10	00	10

	High	Low	Total
Total	10	140	150

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes. Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents			
				Bottom Number -Average time in hours			
				High	Low	Total	
Capitol Desktop Support	Application	None	None	0 0.00	4 0.00	4 0.00	
			Total	0 0.00	4 0.00	4 0.00	
		Total			0 0.00	4 0.00	4 0.00
		Network	None	None	0 0.00	1 0.00	1 0.00
				Total	0 0.00	1 0.00	1 0.00
			Password	None	0 0.00	1 0.00	1 0.00
	Total			0 0.00	1 0.00	1 0.00	
	Total			0 0.00	2 0.00	2 0.00	
	PC/Laptop		Hardware	None	0 0.00	1 0.00	1 0.00
				Total	0 0.00	1 0.00	1 0.00
			None	None	0 0.00	2 0.00	2 0.00
		Total		0 0.00	2 0.00	2 0.00	

				High	Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	4 0.00	4 0.00
	Total			0 0.00	10 0.00	10 0.00
Metro B Desktop Support	PC/Laptop	Hardware	None	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00
		Total		0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
Metro C Help Desk	_No Tier 2	None	Offender Tracking	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00
		Total		0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
Voice/Data/WAN Services	Telecom	Dial Tone	None	1 0.18	0 0.00	1 0.18
			Total	1 0.18	0 0.00	1 0.18
		Total		1 0.18	0 0.00	1 0.18
	Total			1 0.18	0 0.00	1 0.18

	High	Low	Total
Total	1 0.18	14 0.00	15 0.02

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution		
				High	Low	Total
Capitol Desktop Support	Application	None	None	0	4	4
				0	0	0
		Total		0	4	4
				0	0	0
	Total			0	4	4
				0	0	0
	Network	None	None	0	1	1
				0	0	0
		Total		0	1	1
				0	0	0
		Password	None	0	1	1
				0	0	0
		Total		0	1	1
				0	0	0
	Total			0	2	2
				0	0	0
PC/Laptop	Hardware	None	0	1	1	
			0	0	0	
	Total		0	1	1	
			0	0	0	
	None	None	0	2	2	
			0	0	0	
Total		0	2	2		
		0	0	0		

				High	Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	00	10	10
			Total	00	10	10
		Total		00	40	40
	Total			00	100	100
Metro B Desktop Support	PC/Laptop	Hardware	None	00	20	20
			Total	00	20	20
		Total		00	20	20
	Total			00	20	20
Metro C Help Desk	_No Tier 2	None	Offender Tracking	00	20	20
			Total	00	20	20
		Total		00	20	20
	Total			00	20	20
Voice/Data/WAN Services	Telecom	Dial Tone	None	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			10	00	10

	High	Low	Total
Total	10	140	150

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents		
				Bottom Number - Average time in hours		
				High	Low	Total
Capitol Desktop Support	Application	None	None	0 0.00	4 0.00	4 0.00
			Total	0 0.00	4 0.00	4 0.00
		Total		0 0.00	4 0.00	4 0.00
	Network	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Password	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	2 0.00	2 0.00
	PC/Laptop	Hardware	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		None	None	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00

				High	Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	4 0.00	4 0.00
	Total			0 0.00	10 0.00	10 0.00
Metro B Desktop Support	PC/Laptop	Hardware	None	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00
		Total		0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
Metro C Help Desk	_No Tier 2	None	Offender Tracking	0 0.00	2 0.17	2 0.17
			Total	0 0.00	2 0.17	2 0.17
		Total		0 0.00	2 0.17	2 0.17
	Total			0 0.00	2 0.17	2 0.17
Voice/Data/WAN Services	Telecom	Dial Tone	None	1 0.85	0 0.00	1 0.85
			Total	1 0.85	0 0.00	1 0.85
		Total		1 0.85	0 0.00	1 0.85
	Total			1 0.85	0 0.00	1 0.85

	High	Low	Total
Total	1 0.85	14 0.03	15 0.13

INC000000068684	_No Tier 2	None	Offender Tracking	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000069128	_No Tier 2	None	Offender Tracking	TIR Missed: No	TIR: 0.00
Metro C Help Desk	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000063154	Application	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000068983	Application	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000068988	Application	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000071118	Application	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000064879	Network	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000070496	Network	Password	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000059910	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000063160	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000064534	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000066649	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000069029	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000070006	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000062172	Telecom	Dial Tone	None	TIR Missed: No	TIR: 0.36
Voice/Data/WAN Services	Governor's Office	High	Closed	TTR Missed: No	TTR: 1.70